

Fig. 1

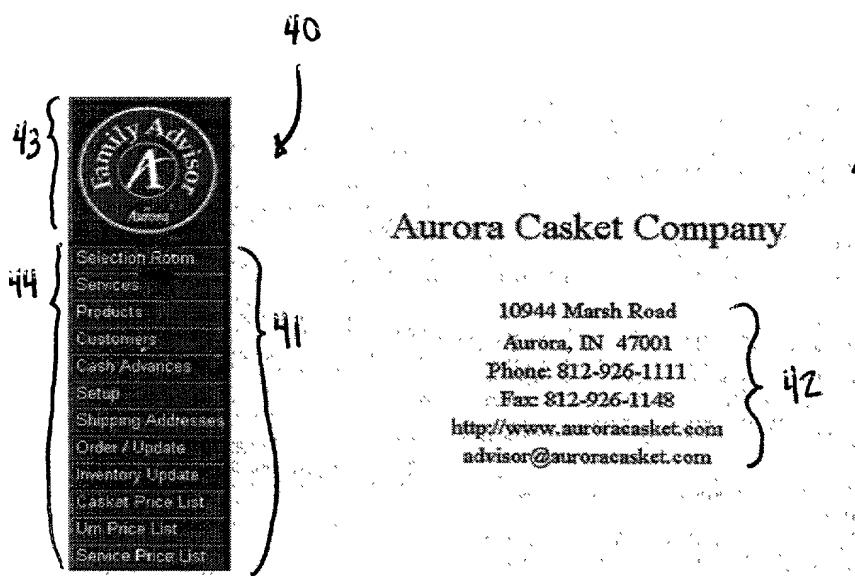


Fig. 2a

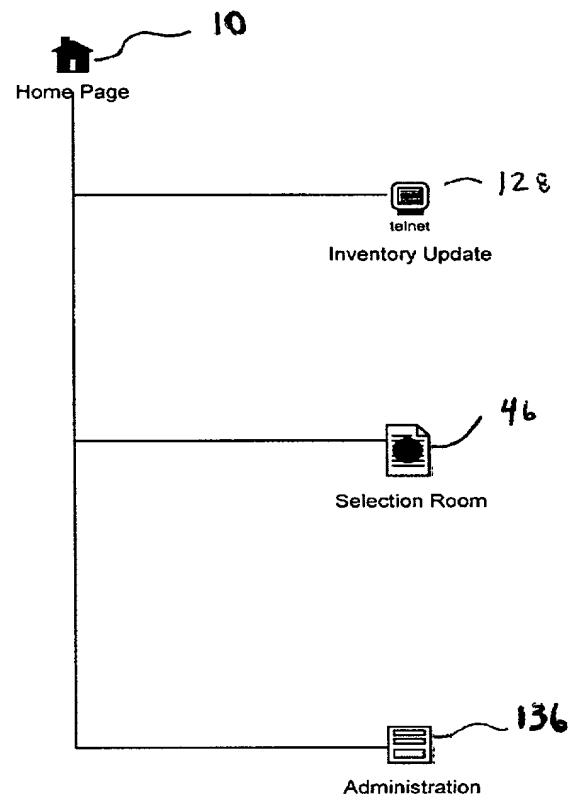


Fig. 2b

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**Biographical Information**

Search for Customer:

By Customer ID  By Customer Name

Date:  (Ex. 12/12/2000)

Account/ID Number:

Name (Last, First):

Address:

(City, State, Zip):

Pre-Planning:  Change To At-Name

Director: Jim Thorpe

Informant (Last, First Name):

Informant Address:

(City, State, Zip):

\* Required Information

Fig.3a

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**Family Services Selection Guide**

Have you determined the disposition?  52  56  Cremation

Burial 60

There are several types of services available to you. You can have a viewing, funeral ceremony, memorial service, graveside service or a combination of services. What type of service(s) are you interested in holding?  52  56

Viewing  Funeral Ceremony

Memorial Service  Graveside Service

The traditional ceremony is held over a two-day period. This normally includes the viewing in the evening with the ceremony the following day or you can have the services in one day. Which do you prefer?  52  One Day  54 - 52

Multiple Days

The services can be held at our facility or at a facility of your choice. Families sometimes choose their place of worship to hold the services. Where would you like to conduct the services?  54

Viewing - Funeral Home  Viewing - Other Facility

Funeral Ceremony - Funeral Home  Funeral Ceremony - Other Facility

Memorial Service - Funeral Home  Memorial Service - Other Facility

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41

Biographical Info  
Services Guide  
Casket Guide  
Casket Information  
Dance Room  
Select Caskets  
Select Flowers  
Select Vault  
Select Musher  
Select Granite  
Other Features

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### The Virtual Selection Room

There are several items that are covered in making arrangements. Our goal is to make the arrangement process as simple as possible, while still allowing you to select the type of service and items that best meet your needs.

The process will include collecting vital statistics. This will assist in writing the obituary for the newspaper. Also, the type of service, the clergy for the service, and the timeframe will be established. The final disposition will be discussed. In addition, you will view a selection of caskets, vaults, urns/keepsakes, and memorial markers from which to choose.

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Fig. 4a

64 { **Wood Caskets**

This North American hardwood is known for its distinctive grain along with an unsurpassed strength and durability. Maple is a favorite hardwood in the home furnishing industry.

Many of the same characteristics that make it appealing for use in the home also make it popular for use in casket construction.

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70 { To see more information on specific types of wood caskets and to view the different types of wood caskets, click on the following:

Mahogany  Oak  Cherry  Maple  Poplar  Hardwood Veneer

To see different aspects of how wood caskets are made, click on the following:

Wood Finish  Interior Finishing Processes

72

Fig. 4b

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64 { **Services**

**V viewing**

For some families, the viewing is a step in the emotional recovery process. This gathering, whether private or public, of family or friends surrounds you with the support and understanding you need. While the viewing is not necessary for all families, it can assist in the grieving process.

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Funeral Ceremony  
Memorial Service  
Graveside Service

Ken College  
Entertainment Consultant  
Professor, Mount St Joseph College  
Cincinnati, OH

Fig. 4c

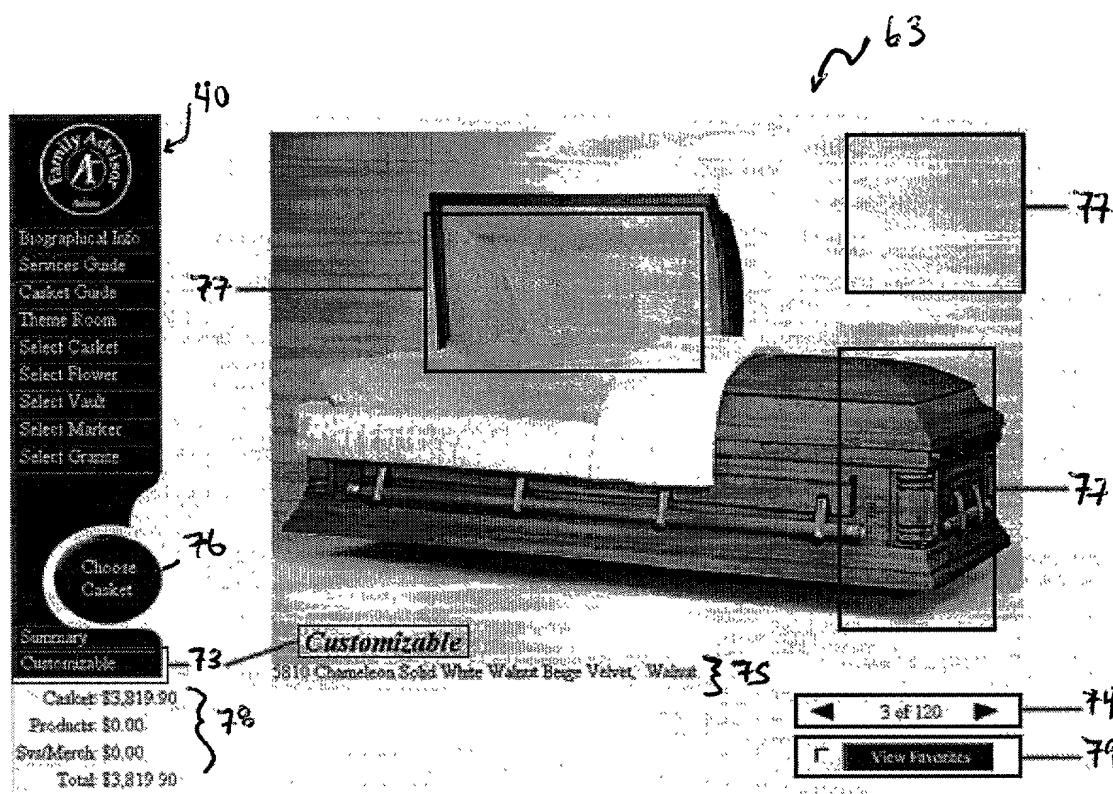


Fig. 4d

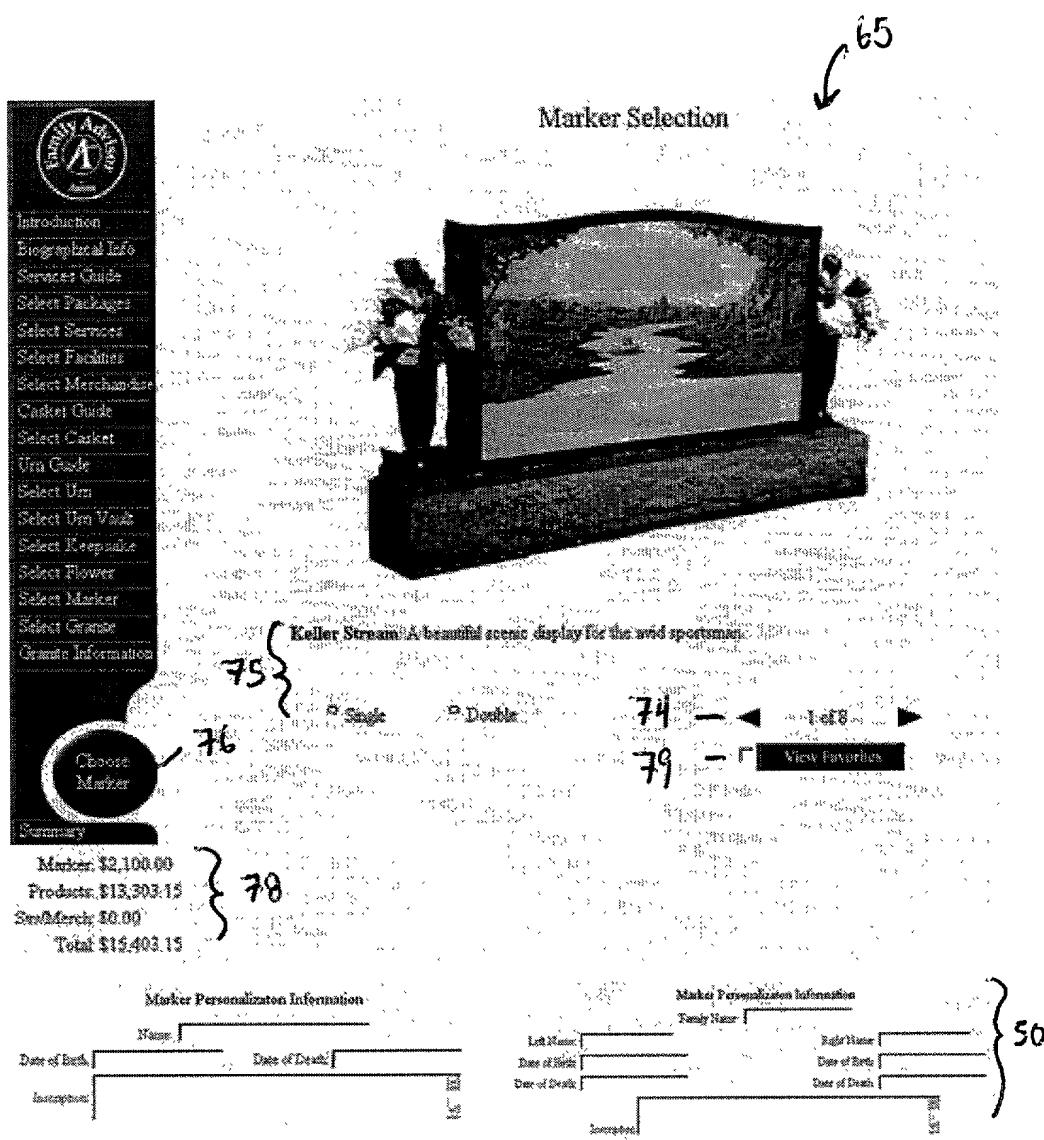


Fig. 4e

### Personal Expressions

Personalization gives the unique capability of keeping loved ones alive in our memory.  
They can also help us celebrate the many memories of a life lived.

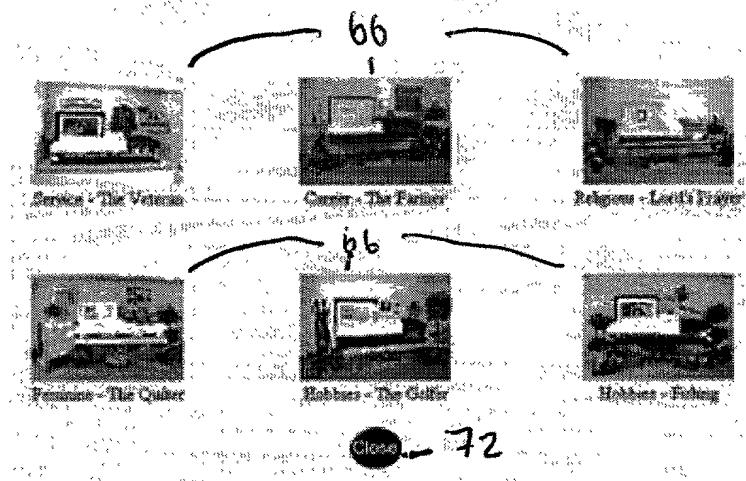


Fig. 5a

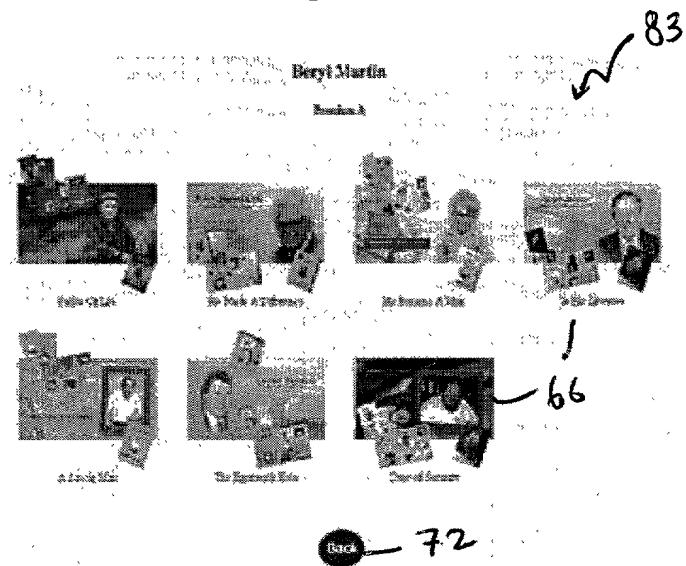
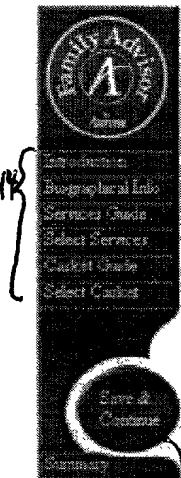


Fig. 5b



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## Summary

Name: Ray, Jerry - 102  
Account ID Number: 8436820 - 104

84 86 88 90

82

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Fig. 6a

Aurora Casket Company 104

Name: Fred. Cost 102 Account ID Number: 55555 85

Service	Qty	Each	Cost
Limited Funeral Offering	1	\$2,155.00	\$2,155.00
Embodiment	1	\$495.00	\$495.00
Clothing	1	\$50.00	\$50.00
Prayer Cards	1	\$25.00	\$25.00
Air Shipping Container	1	\$105.00	\$105.00
Use of Facilities and Staff Services for Visitation (per day)	1	\$425.00	\$425.00
90 → Service Tax:		\$3.75	
94 → Service Total:		\$3,258.75	
Product	Qty	Each	Cost
2302 Princeton Light Brushed Copper 1524C	1	\$3,000.00	\$3,000.00
Champagne Velvet	1		
90 → Product Tax:		\$359.00	
94 → Product Total:		\$3,259.00	
SUBTOTAL: \$8,508.75			
Cash Advance	Amount		
No Cash Advances Collected	96 → \$2.00		
98 → Cash Advance Total:		\$2.00	
100 → CUSTOMER TOTAL:		\$8,508.75	

Order / Update 108

Fig. 6b

Family Advisor  
Software  
Version 1.0  
© 2000 Family Advisor Software, Inc.

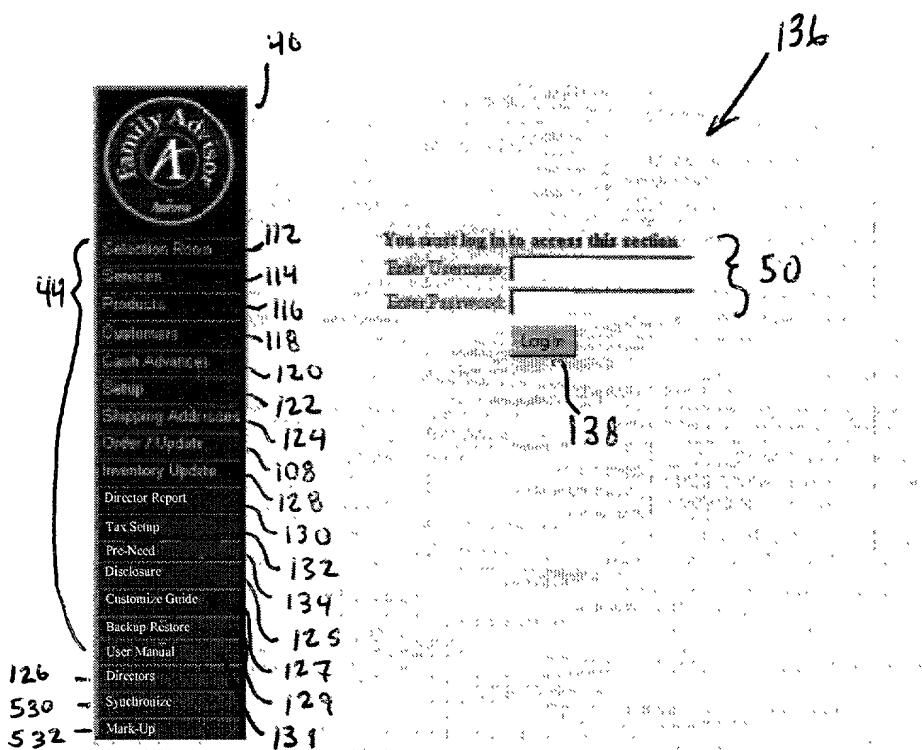


Fig. 7

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**Current Services**

\$2,555.00	Traditional Funeral Offering	(Block 6 A)
\$2,155.00	Limited Funeral Offering	(Block 7 A)
\$425.00	Use of Facilities and Staff Services for Visitation (per day)	
\$265.00	Equipment and Staff Services for Grave Side Services	
\$495.00	Embalming	
\$105.00	As Shipping Container	
\$60.00	*Clothing	
\$25.00	*Prayer Cards	

Services

Code	Service Category	Package
Disposition	Service Description	

142

Add Service

Delete Service

Edit Service

Fig. 8

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Product Search

Product Selection

154 -  Caskets-Metal

Metal Types

159 -  Caskets-Metal

Enter prices below to search for specific product prices:

Leave blank to view all records.

Example: 1000      4500

Greater than or Equal to      Less than or Equal to

161

Search for Prices by:

Retail    Wholesale

Search    Reset

Caskets-Metal  
Caskets-Wood  
Embossed Panels  
Foto Panels  
Urns  
Keepsakes  
Vaults  
Um Vaults  
Markers-Bronze  
Markers-Granite  
Flowers

-Select Type-  
All Metal  
Bronze  
Copper  
Stainless Steel  
Steel  
Selected Metals  
Popular Selections  
Other Selections

Fig. 9a



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## Add/Edit

Product Code

Manufacturer

Product Name

Material

Dimensions

Wholesale

Retail

Description

Image  [Browse...](#)

Fig. 9c

**Urn/Vault Recommendations**  
To view an image and description of a selected vault,  
double click on the empty table area around that selection.

Casket Material Type	Recommended Vault #1	Recommended Vault #2	Recommended Vault #3
Cast Bronze	<input type="button" value="Clock"/> Copper 12 G	<input type="button" value="Doric"/> Executive	<input type="button" value="Toga"/> Millennium -1

Fig. 9d



Fig.10c

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Director Reports

Services Price List	Provides a list of all services that you currently sell.
Casket Price List	Provides a list of all caskets that you currently sell.
Urns Price List	Provides a list of all urns and keepsakes that you currently sell.
Urn Vault Price List	Provides a list of all urn vaults that you currently sell.
Vault Price List	Provides a list of all vaults that you currently sell.
Flowers Price List	Provides a list of all flowers that you currently sell.
Marker Price List	Provides a list of all markers that you currently sell.
Product Report	Provides a list of caskets and urns that you have sold.
Products Detail	Provides a list of all products sold categorized by director.
Services Report	Provides a list of services that you have sold.
Services Detail	Provides a list of all services sold categorized by director.
Arrangement Type	Provides a comparison of Au-Need and the convert time of Pre-Needs.
Decedent Report	Provides a listing of deceased and the informant's name and address.

Fig. 11a

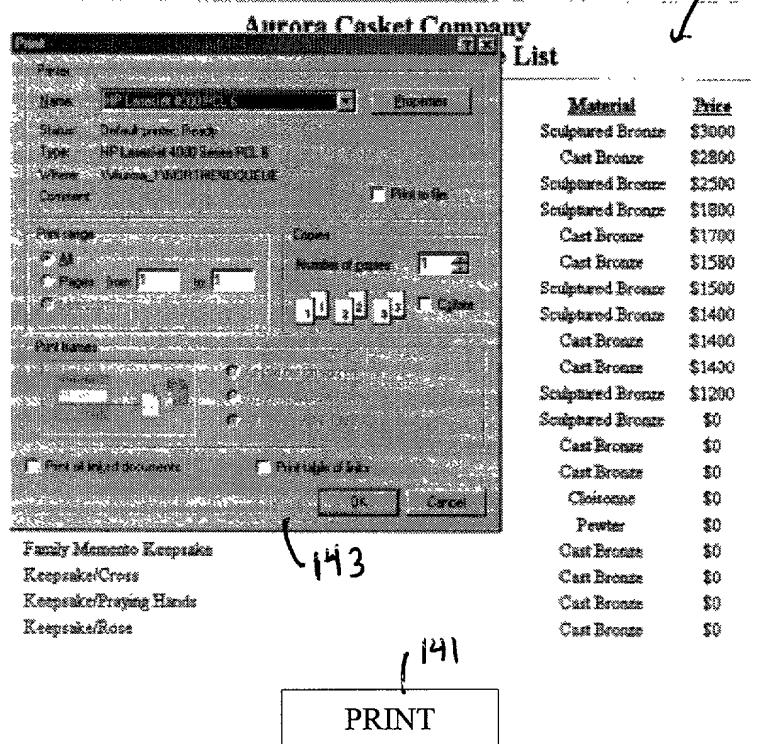


Fig. 11b

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**Funeral Home Setup**

General Home Name: Aurora Casket Company \*

Aurora Account #: 10

Address: 10944 Marsh Road

Address2:

City: Aurora

State: IN

Postal Code: 47001

Phone: 812-926-1111

Fax: 812-926-1148

Internet Address: <http://www.euroscasket.com>

Email: [advisor@euroscasket.com](mailto:advisor@euroscasket.com)

Display Tax:  197

Display Total Price:

\* Denotes a required field

**Computer Setup**

FTP Site: 208.161.85.144 \*

Login ID: 90657y3y3s \*

Password: Jdck3m0n \*

Service Center: 12 \*

\* Denotes a required field

**Family Advisor Version 2.0**

**Development Team**

Chris Barotz  
Charles (Chip) Day  
Nancy Koenig  
Mark Merton  
Lisa Munch

**Save Setup**

Username:  aurora

Password:  \*

Confirm Password:  \*

Image file:

Image Selection

Contract Information

Fig. 12a

**State/Local Tax Rate Setup**

201

Item	Rate	Exemption	Exemption Type
Caskets State	203	205	207
Caskets Local	0%	0%	No Exemption <input checked="" type="checkbox"/>
Caskets Local	0%	0%	No Exemption <input checked="" type="checkbox"/>
Flowers State	203	205	No Exemption <input checked="" type="checkbox"/>
Flowers Local	0%	0%	No Exemption <input checked="" type="checkbox"/>
Flowers Local	0%	0%	No Exemption <input checked="" type="checkbox"/>
Keepsakes State	203	205	No Exemption <input checked="" type="checkbox"/>
Keepsakes Local	0%	0%	No Exemption <input checked="" type="checkbox"/>
Keepsakes Local	0%	0%	No Exemption <input checked="" type="checkbox"/>

Fig. 12b

211

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215

**Directors**

D1 Jim Thorpe FF1122 HS3344
D2 Rick Fox FF11 HS22

Director ID:

Fortis Family ID:

Fig. 12c



## Disclosure Information

217

Effective Date on Price Lists/Notchbook Effective Date will be the current day  
These policies are effective as of 10/21/2003

### Services Disclosure

**FTC Compliance Funeral Home makes no representations or warranties regarding the goods and services above listed we can provide to our customers. You may choose only the items you desire. However, any funeral arrangements you select will include a charge for our basic services and overhead. If legal or other requirements mean you must buy any items you**

### Caskets Disclosure

**FTC Compliance Funeral Home makes no representations or warranties regarding the caskets listed above. The only warranties, expressed or implied, granted in connection with caskets sold are the express written warranties, if any, extended by the manufacturers thereof. FTC Compliance**

### Caskets Disclaimer of Warranties

**FTC Compliance Funeral Home makes no representations or warranties regarding the caskets listed above. The only warranties, expressed or implied, granted in connection with caskets sold are the express written warranties. If any, extended by the manufacturers thereof. FTC Compliance**

### Urns/Keepsakes Disclosure

**FTC Compliance Funeral Home makes no representations or warranties regarding the urns listed above. The only warranties, expressed or implied, granted in connection with urns sold are the express written warranties. If any, extended by the manufacturers thereof. FTC Compliance**

### Urns/Keepsakes Disclaimer of Warranties

**FTC Compliance Funeral Home makes no representations or warranties regarding the urns listed above. The only warranties, expressed or implied, granted in connection with urns sold are the express written warranties. If any, extended by the manufacturers thereof. FTC Compliance**

### Markers Disclosure

**FTC Compliance Funeral Home makes no representations or warranties regarding the markers listed above. The only warranties, expressed or implied, granted in connection with markers sold are the express written warranties. If any, extended by the manufacturers thereof. FTC Compliance**

### Marker Disclaimer of Warranties

**FTC Compliance Funeral Home makes no representations or warranties regarding the markers listed above. The only warranties, expressed or implied, granted in connection with markers sold are the express written warranties. If any, extended by the manufacturers thereof. FTC Compliance**

### Outer Burial Container Disclosure

**In most areas of the country, state or local law does not require that you buy a container to surround the casket in the grave. However, many cemeteries require that you have such a container so that the grave will not sink in. Either a grave liner or a burial vault will satisfy these**

### Outer Burial Container Disclaimer of Warranties

**FTC Compliance Funeral Home makes no representations or warranties regarding the outer burial containers listed above. The only warranties, expressed or implied, granted in connection with vaults sold are the express written warranties. If any, extended by the manufacturers**

### Urns/Vault Disclosure

**FTC Compliance Funeral Home makes no representations or warranties regarding the outer burial containers listed above. The only warranties, expressed or implied, granted in connection with vaults sold are the express written warranties. If any, extended by the manufacturers**

### Urns/Vault Disclaimer of Warranties

**FTC Compliance Funeral Home makes no representations or warranties regarding the outer burial containers listed above. The only warranties, expressed or implied, granted in connection with vaults sold are the express written warranties. If any, extended by the manufacturers**

Fig. 12d

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**Pre-Need Selection**

Select which Pre-Need insurance company information to show in the Selection Room. If you do not wish to show either information piece, leave the circle empty.

**First Faculty**  **Homesteaders**

Save Selection 2

Fig. 12e

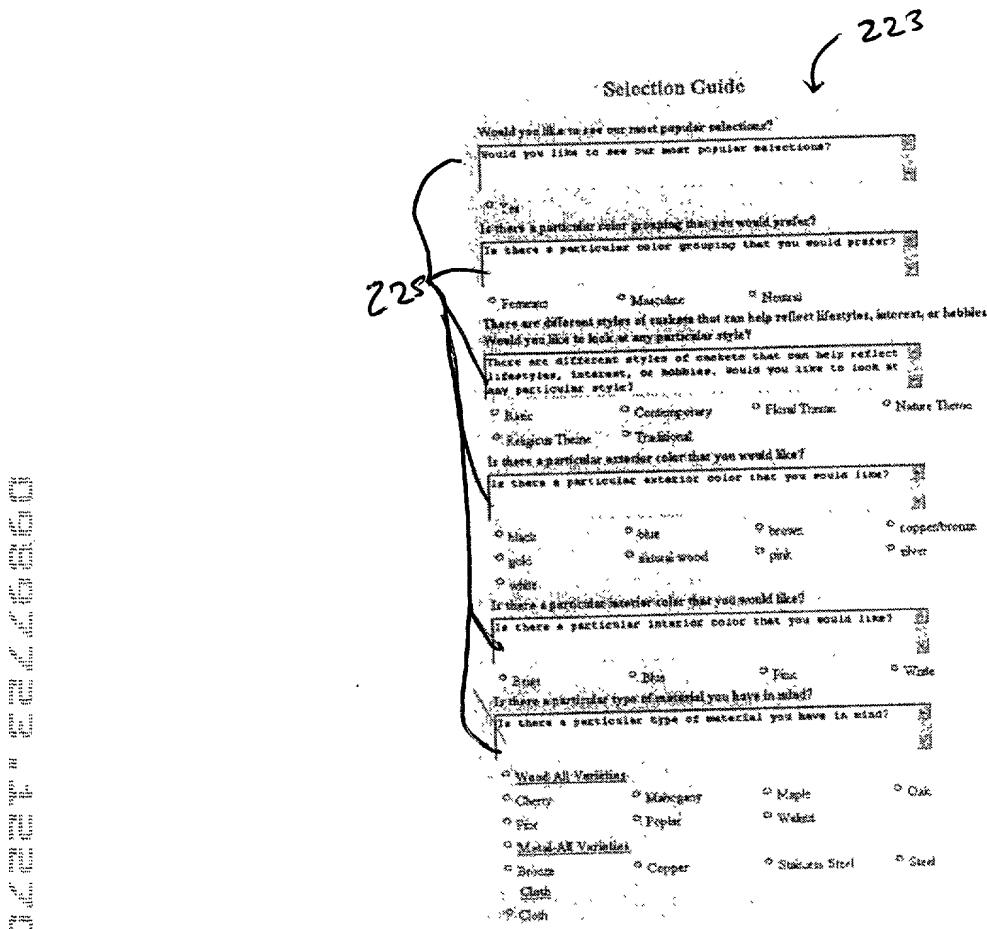


Fig. 12f

223

### Burial Arrangement Customization

This screen allows you to customize the steps in your virtual arrangement system. You can select which section of the Family Advisor System you would like to use, and also customize the order in which they will be presented to your families.

- Any changes made to the Pre-Arrangement Section (Geographical Information or Introduction) will apply to both the burial and cremation arrangements.
- The Service Guide section may not be repositioned or turned off. Any changes will apply to both the burial and cremation arrangements.
- If the Casket Guide is turned on, it must immediately precede the Select Casket section.
- The Select Casket section may not be turned off.
- Any changes to Flower Information or Caskets Marker Information will apply to both the burial and cremation arrangements.
- The Summary/Casket section may not be turned off. Any changes will apply to both the burial and cremation arrangements.

Burial Display	Screen Name	Display Order
Pre-Arrangement Section		
 Introduction		1 *
 Geographical Information		2 *

Fig. 12g

## Family Advisor Product Markups

To markup all caskets by 2.2, enter 2.2 in the Markup Multiplier box on the Caskets line then click Calculate. You also have the ability to round prices up to 10, 25, 50, 100. For example a Casket marked up 2.2 and rounded to the nearest 50 will round up from \$1351 to \$1400.

	Markup Multiplier	Round up to:
Caskets	<input type="text" value="2.2"/>	<input type="button" value="Calculate"/>
Ums	<input type="text" value="2.2"/>	<input type="button" value="Calculate"/>
Urn Accessories	<input type="text" value="2.2"/>	<input type="button" value="Calculate"/>
Keepsakes	<input type="text" value="2.2"/>	<input type="button" value="Calculate"/>
Markers	<input type="text" value="2.2"/>	<input type="button" value="Calculate"/>
Panels	<input type="text" value="2.2"/>	<input type="button" value="Calculate"/>

Fig. 12i

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Shipping Addresses

Location Name:

Address:  \*

Address:

City / State / Zip:  \*

Phone:  \*

Fax:

Internet Address:

Email:

\* Denotes a required field.

Address Cache Cache - Shipping Deck  
Clip's Shipping Deck

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Fig. 12h

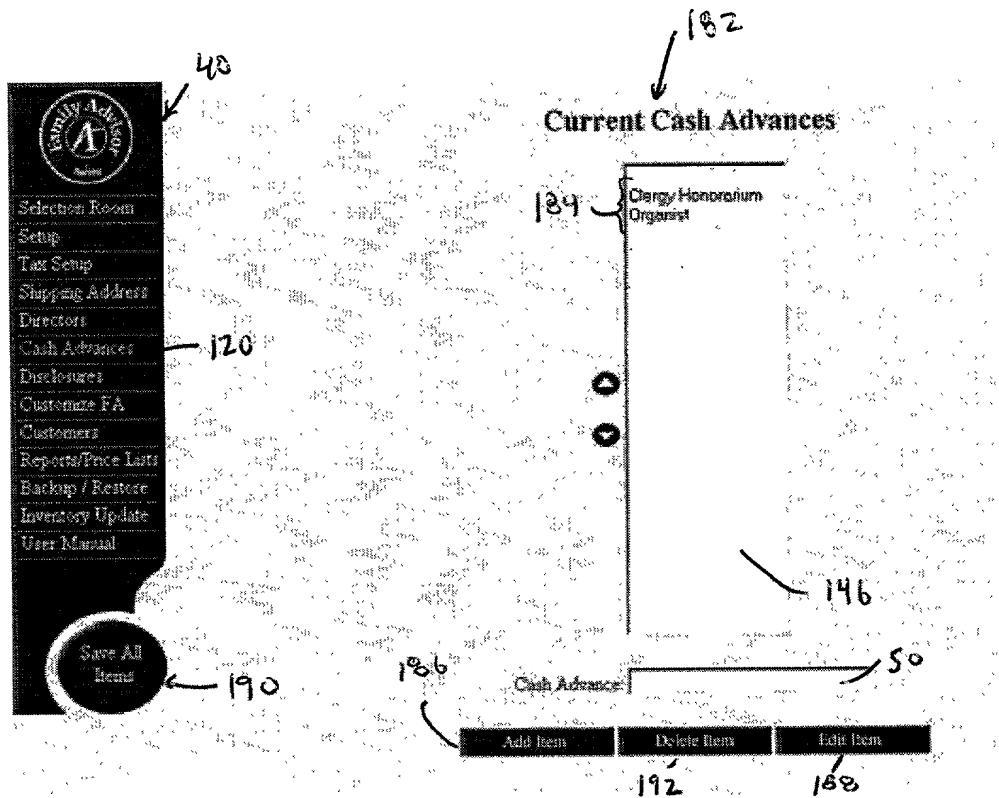


Fig. 13

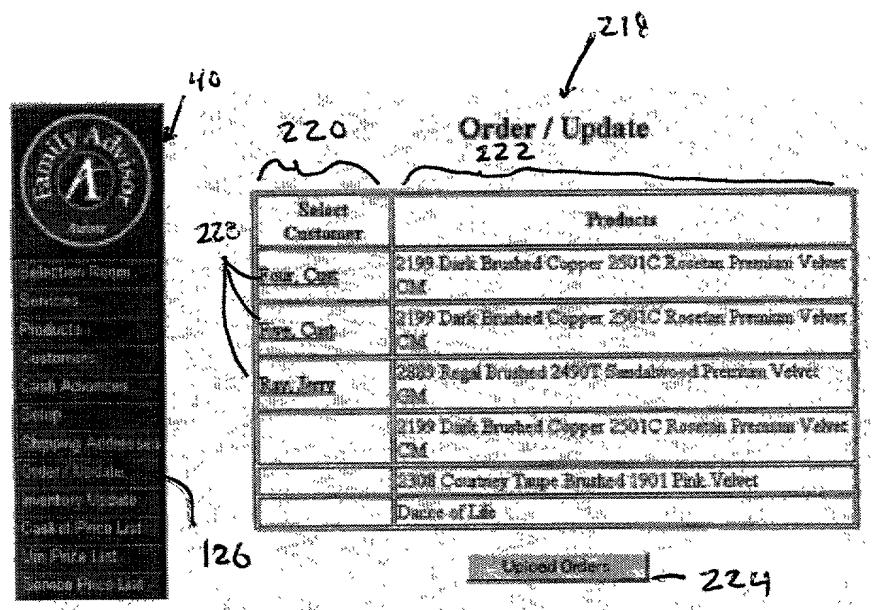


Fig. 14a



Order / Update

230

Order Now: Yes

Arrangement Type: As-Need

Customer Number: 945499

Customer Name: Jerry Ray

Product Code: 124010

Description: Dance of Life

Quantity: 2 Set to 0 to Delete

Normal Delivery: Yes  232

I/Ns What Time:

Special Instructions:

Insurance Company:

Policy Number:

Date Of Contract:

P.O.:

Arranger:

Account Number: 10

Ship To: Aurora Casket Company Shipping Dock 209

Phone Number: 812-925-1111

Order Now: Yes

Arrangement Type: As-Need

Customer Number: 945499

Customer Name: Jerry Ray

Product Code: 123320

Description: 2308 Courtney Taupe Brushed 1901 Pink Velvet

Quantity: 2 Set to 0 to Delete

Normal Delivery: Yes  232

I/Ns What Time:

Special Instructions:

Insurance Company:

Policy Number:

Date Of Contract:

P.O.:

Arranger:

Account Number: 10

Ship To: Aurora Casket Company Shipping Dock 210

Phone Number: 812-925-1111

224 - 234

Fig. 14b

## Selection Room

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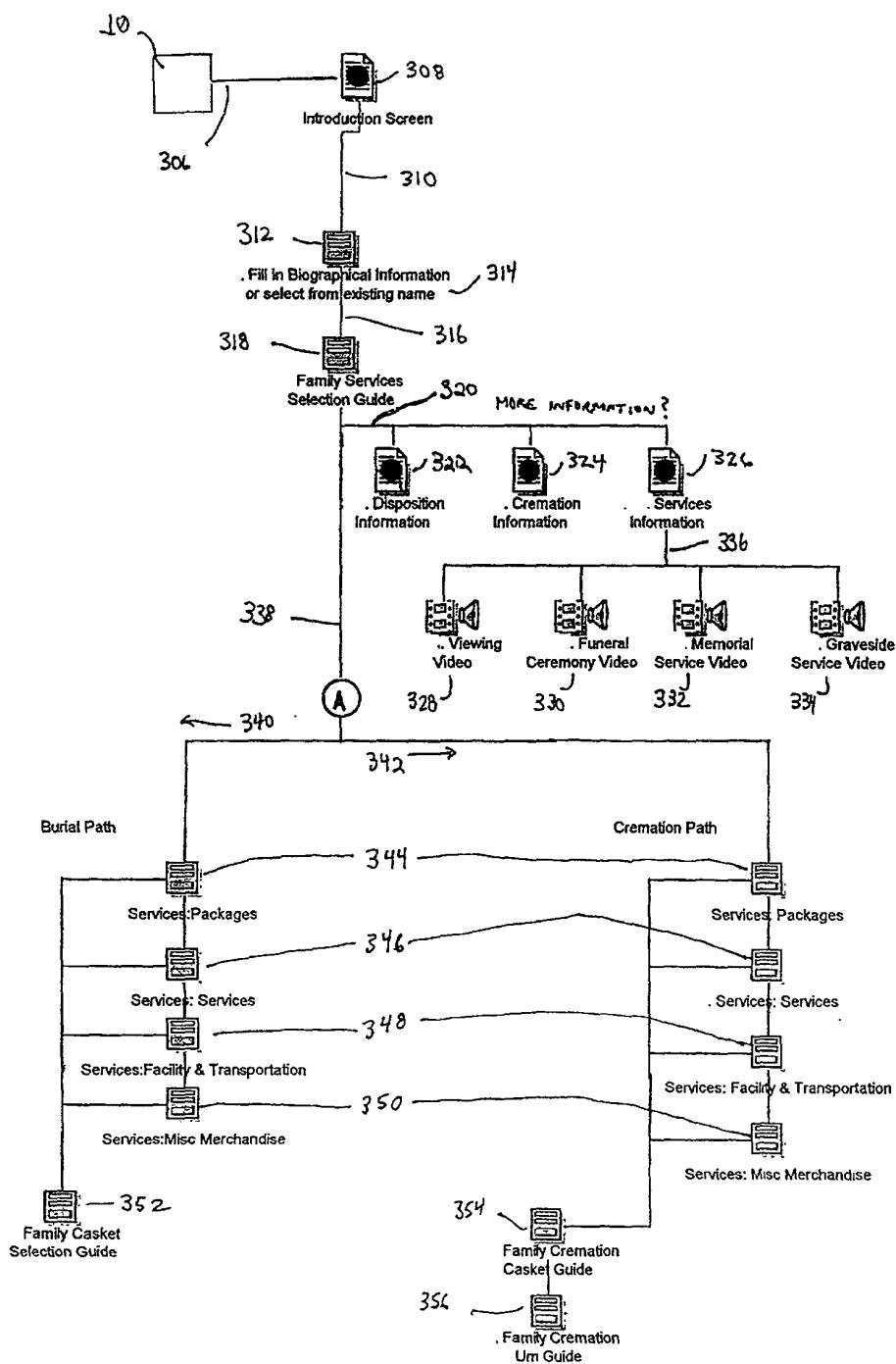


Fig. 15

## Casket Selection

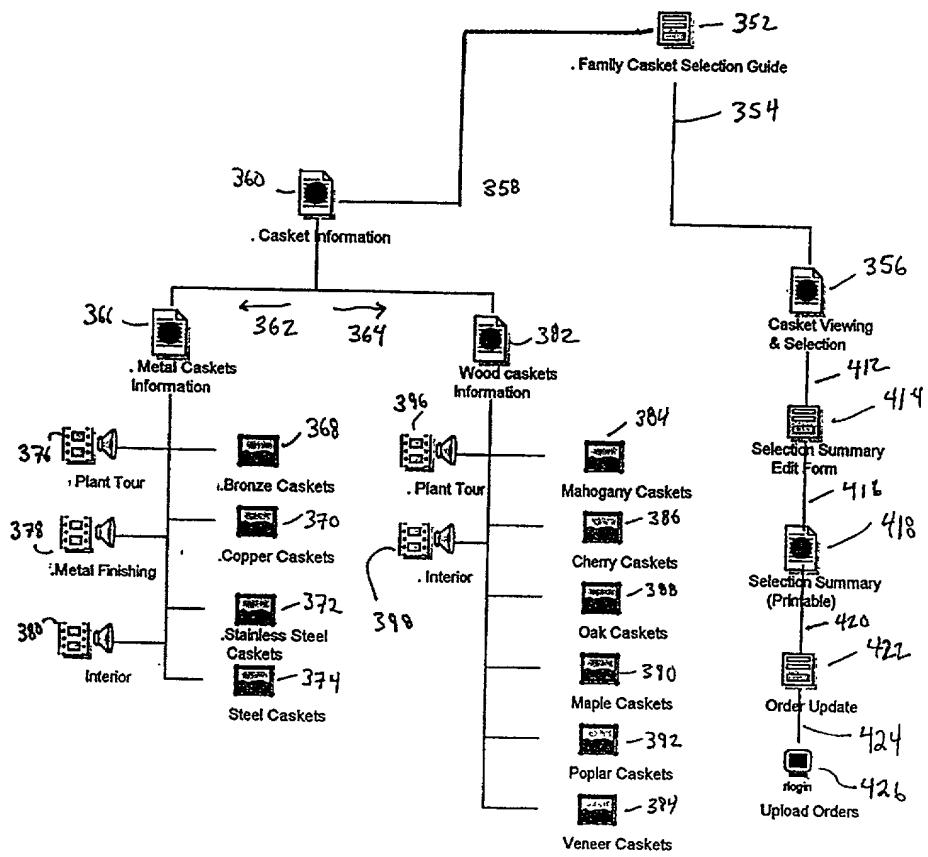


Fig. 16

## Cremation Casket & Cremation Urn

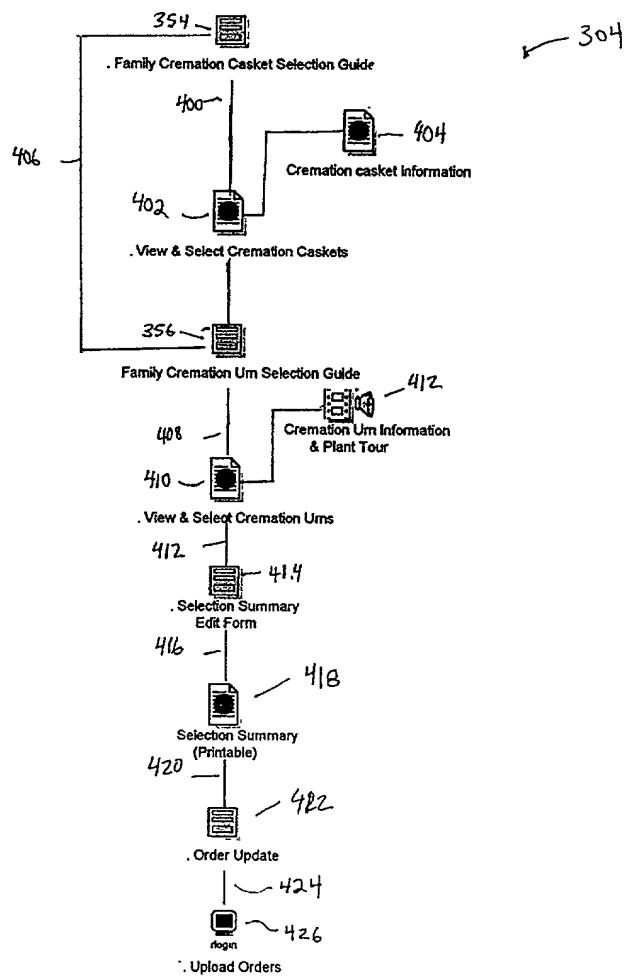


Fig. 17

## Selection Room

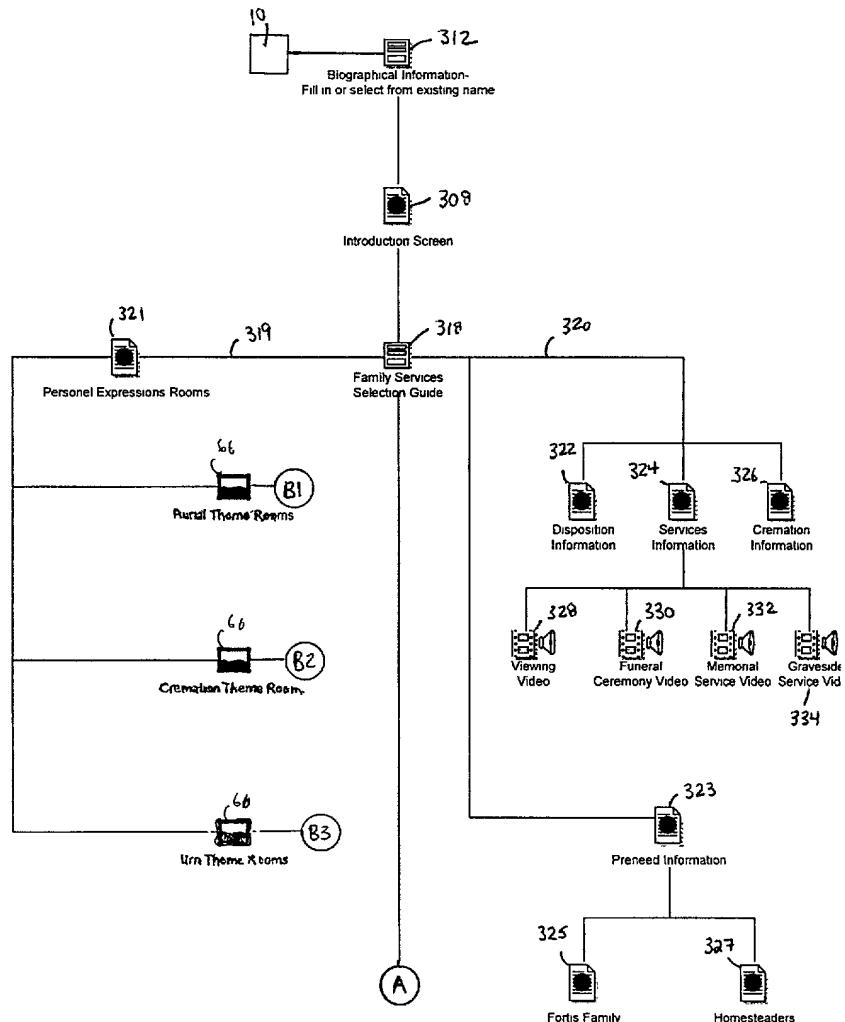


Fig. 18a

## Theme Room Detail

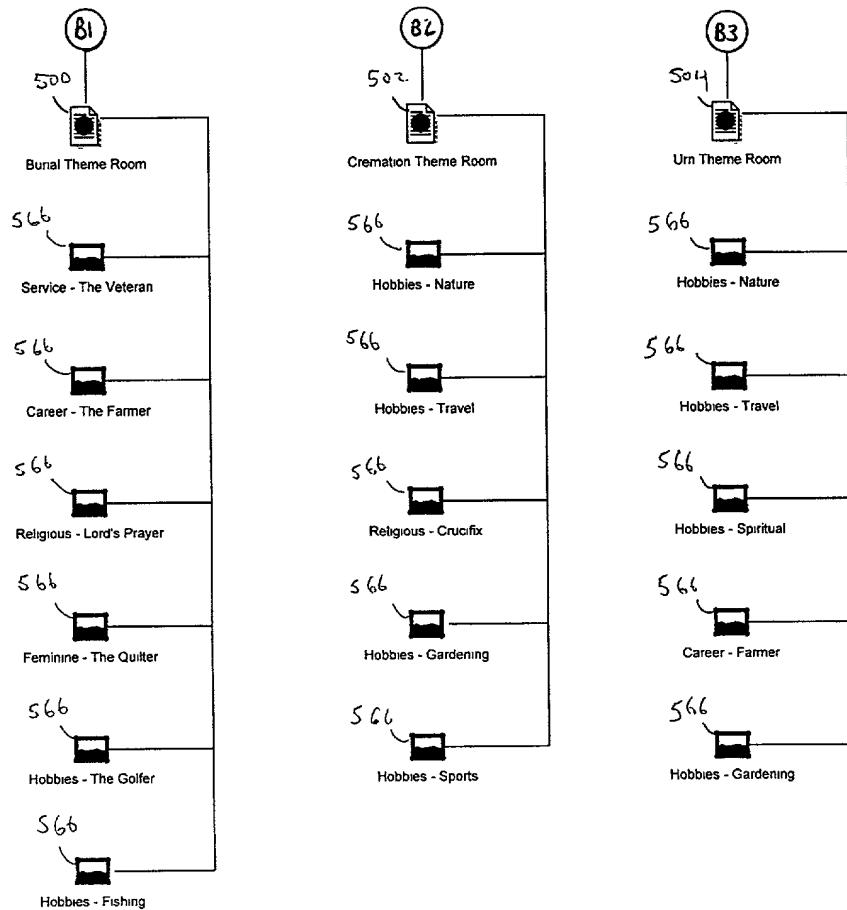


Fig. 18b

## Casket Selection

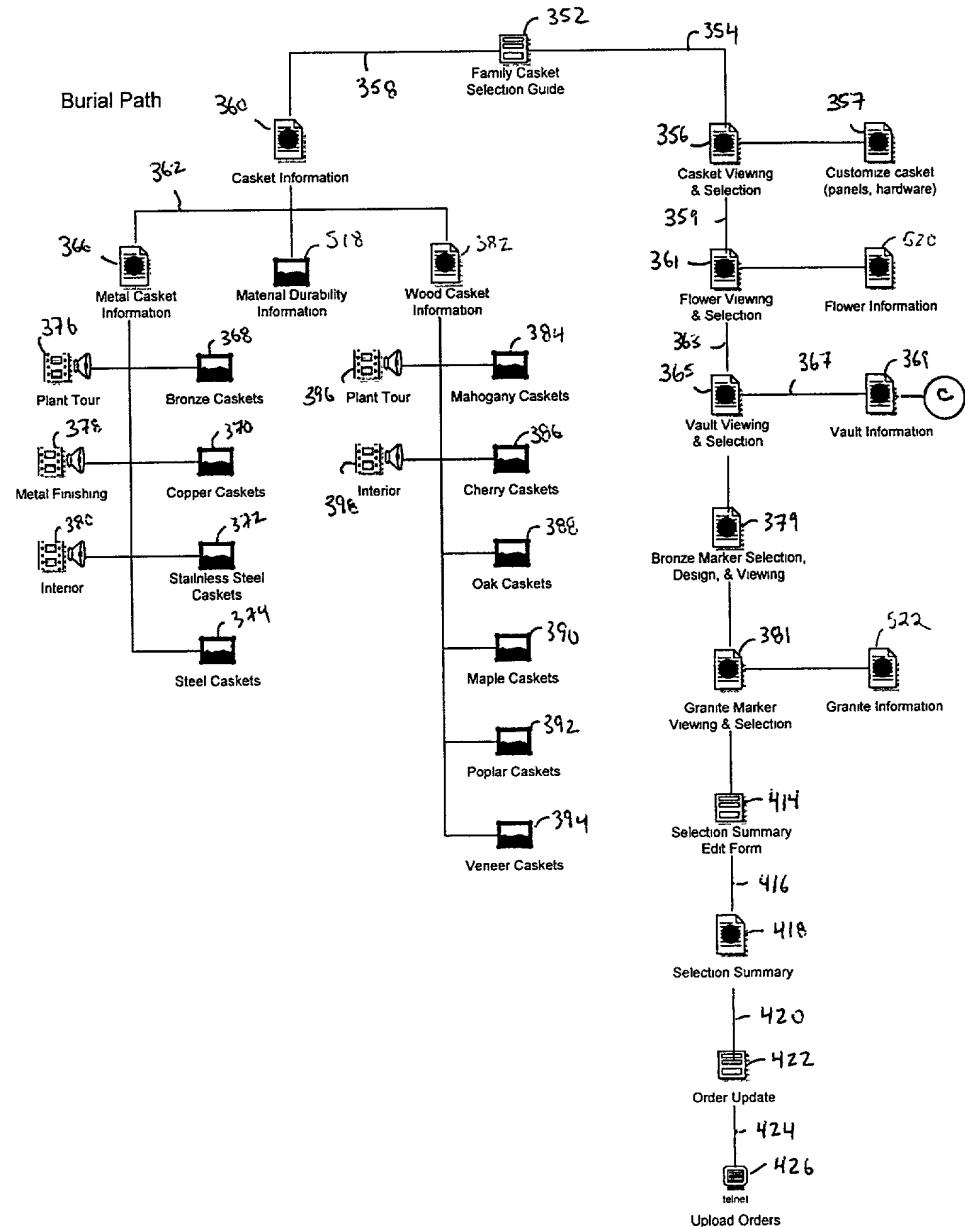


Fig. 19a

## Casket Selection

Vault Viewing and Information, continued

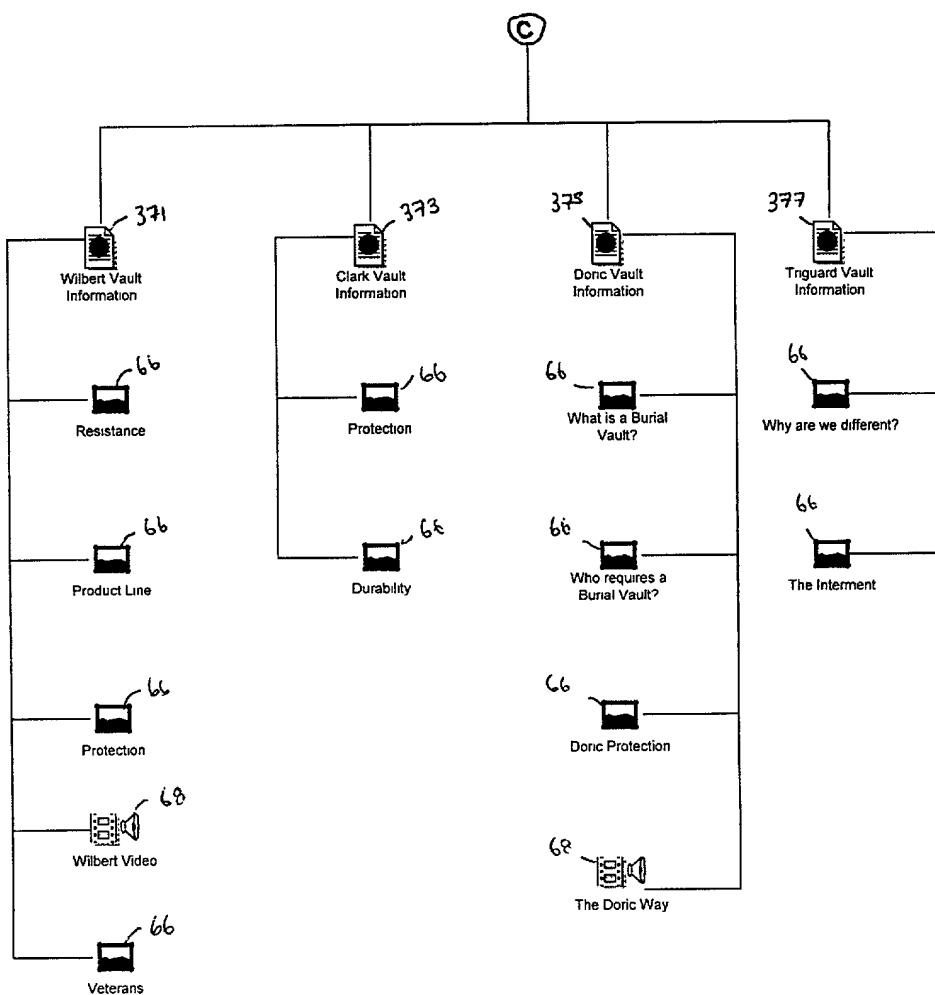


Fig. 19b

**Cremation Casket Guide  
& Cremation Urn Guide**

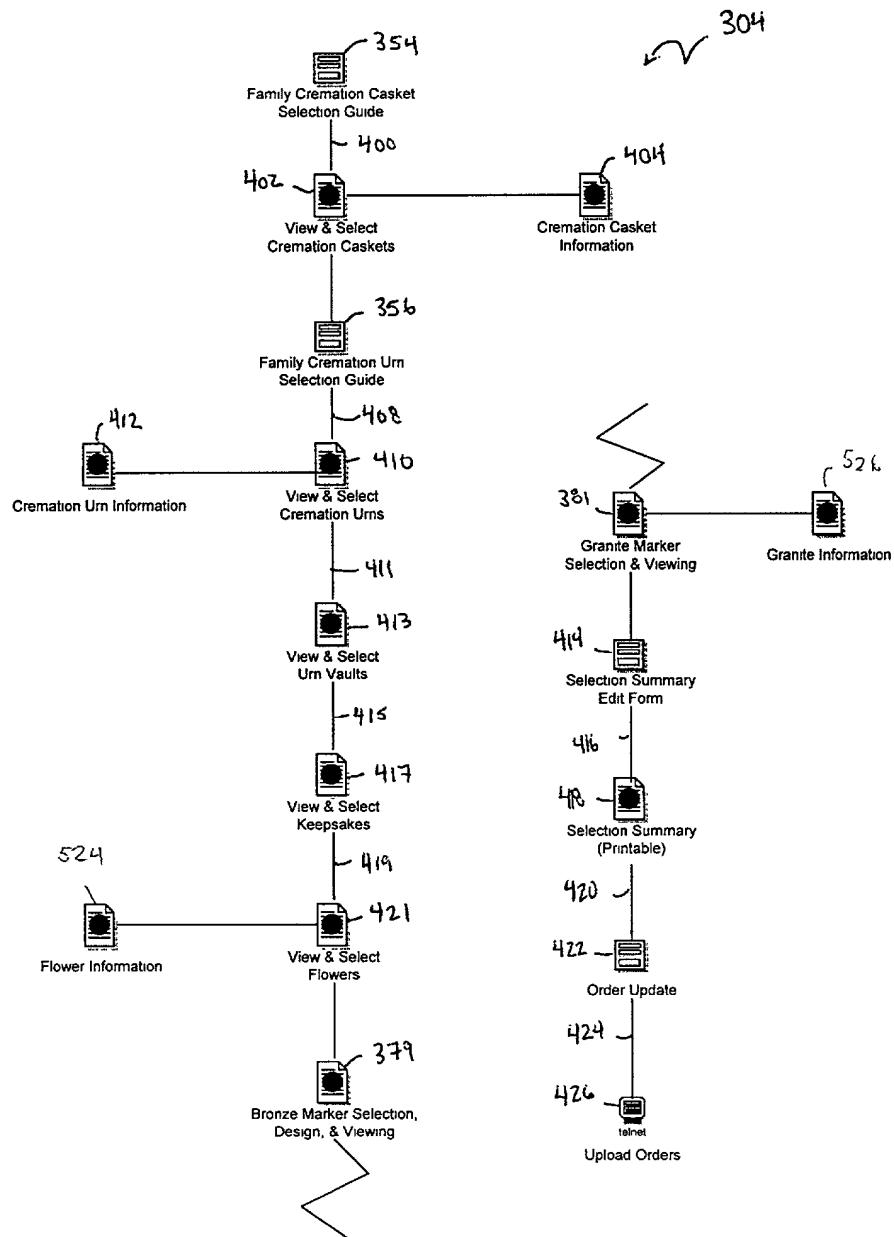


Fig. 20